

CLASS TITLE: **Supervisor of Information Services**

CHARACTERISTICS OF THE CLASS: Under general supervision, directs, supervises, and monitors the responses to telephone and written inquiries concerning billing notices for parking violation fines; and performs related duties as required.

EXAMPLES OF DUTIES: Ensures that telephone and written inquiries are serviced at efficient and effective levels of performance; maintains and updates an automatic telephone answering system; supervises the resolution of disputed billing notices for parking violations; assists in the development and maintenance of the parking violation billing notice data base; prepares performance and production reports on information services provided to the public for management review.

DESIRABLE MINIMUM QUALIFICATIONS:

Training and Experience. Four years of progressively responsible experience in responding to customer service inquiries regarding billing or collection practices including one year of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of English language spelling, punctuation and grammar. Considerable knowledge of effective supervisory methods and techniques. Considerable knowledge of automatic telephone answering equipment. Considerable knowledge of billing and/or collection practices.

Ability to communicate effectively both orally and in writing. Ability to plan, supervise and review the work of others. Ability to analyze and evaluate situations and exercise sound judgment.

Considerable skill in preparing written and oral responses to inquiries. Considerable skill in the preparation of work reports. Considerable skill in dealing with difficult or irate people.

April, 1988